

CASE STUDY



ENVIRONMENTAL PROTECTION AGENTS AT RIDGEVIEW MEDICAL CENTER

Ridgeview Medical Center, located in Waconia, Minnesota, started its sustainability journey 15 years ago. This program was catalyzed by the CEO, with a great caveat shared by Todd Wilkening, director of facilities and sustainability lead for Ridgeview Medical Center—"the executive team was adamant that this become an initiative, that needs to be built from the ground up!"

The employee engagement program was catalyzed by Ridgeview's energy program. Ridgeview's representatives throughout the organization have the great title of: Energy Protective Agent – EPA. The EPAs were responsible for spreading tips/ideas for energy efficiency at the department level. This program evolved into Environmental Protection Agents, for capturing increased messaging around all sustainability programming. Ridgeview views the green team as the hub and the EPAs as the communication liaisons to the departments within the hospital.

In 2012, Ridgeview started to implement a number of energy efficiency projects. Concurrently, the team started to analyze employee behavior as it relates to energy usage. The mindset is health care is a 24/7 operation, but not every space operates that way. This allowed Ridgeview to create a list of low- and no-cost actions for employees to help with

Ridgeview Medical Center

Ridgeview Medical Center is an independent, nonprofit, regional health care system located just 35 minutes west of Minneapolis on Highway 5. Its network includes two hospitals—located in Waconia and Arlington—a multitude of primary and specialty care clinics, emergency services and specialty programs, and Two Twelve Medical Center in Chaska—a free-standing 24/7 emergency and urgent care facility with multispecialty clinics and services.

Ridgeview Medical Center has a well-earned reputation for clinical excellence and compassionate care, with many past patients positively remarking on the high quality experience they received while at our clinics. We are dedicated to providing the best health care in Minnesota through the use of state-of-the-art technology, cutting-edge techniques, experienced specialists and personalized patient care.



energy conservation throughout the hospital.

An exciting development from the opportunities that evolved for employees was the team's desire to personalize energy efficiency. This led to at-home checklists and energy efficiency tips that are added to employee check stubs. Examples include lowering hot water heater setting, allowing dishes to air dry rather than utilizing the dishwasher's drying function and installation of a programmable thermostat.

The personalization component is an important feature at Ridgeview. Todd Wilkening believes that helping people incorporate sustainability into their homes allows for greater buy-in when programs are launched at the hospital.

Challenges

Ridgeview's green team has identified the communication aspect of sustainability to be one of the key challenges to ensure sustainability does not become stagnant. The green team has created a position called the green team communication champion. Ridgeview feels that there

are many projects, and the struggle is to communicate the opportunities for sustainability internally.

What's Next

Ridgeview's Employee Appreciation Day is going to have an exciting sustainability component, utilizing electric vehicles. Ridgeview is setting up a track for employees to test drive. There will be a number of prizes, with the grand prize of a Tesla for a week. Ridgeview is doing this in conjunction with the American Lung Association and the Minnesota Pollution Prevention Program.

Measurable Outcomes

Ridgeview includes sustainability opportunities for improvement in their CMS rounding which is required twice per year.

Helping people incorporate sustainability into their homes allows for greater buy-in when programs are launched at the hospital.